

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Children Young People and Education

DIVISION: Childrens Social Care

JOB TITLE: **Service Coordinator**

ROLE PROFILE

Job Title:	Service Coordinator
Directorate:	Children Young People and Education
Division:	Childrens Social Care
Grade:	Grade 7
Hours (per week):	36
Reports to:	Senior Service Coordinator / Service Leader
Responsible for:	The postholder has no line management responsibility although will contribute to the induction and training of new staff in the practice system.
Role Purpose and Role Dimensions:	The service coordinator role will provide high quality support and guidance to practitioners, social workers and managers across the practice system including administrative, clerical and ICT support. The service coordinator will work collaboratively and supportively with colleagues and key partners to build effective working relationships. The service coordinator role will provide an agile and flexible response to service need and work in partnership with operational managers in ensuring timely delivery of support. The service coordinator is responsible for implementing processes and systems and ensuring governance arrangements are followed. The service coordinator will also contribute to the continued development and implementation of service improvements.
Commitment to Diversity:	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

- Health Services
- Early Years
- Commissioned Services
- Community, Voluntary Sector and Faith Groups
- Schools
- Children, Young People, and their Families
- Police

Key Internal Contacts:

- Children's Social Care Workforce
- Housing
- Family Justice Centre
- Youth Engagement Service
- Youth Offending Team
- Adult Services

Financial Dimensions:

Ensure financial management and governance arrangements are followed and liaise closely with the Children's Payment Hub to ensure timely response and action of requests.

Key Areas for Decision Making:

The postholder will be responsible for organising their own workload and support colleagues across the practice system.

Other Considerations:

Will work flexibly and as required to ensure adequate cover arrangements across the practice system.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

Enhanced DBS and childrens and adults barred list

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

To contribute to and support the practice system through:

Service Delivery

Finance

Performance Management & Improvement

Self-Management

Flexible Working

Key Elements:

1. To support the practice system working alongside practitioners, social workers, and managers to ensure a timely, consistent, and high-quality service to the residents of Croydon.
2. Able to develop and implement effective and collaborative ways of working to ensure agile and flexible working across the practice system to ensure consistent and timely service support.
3. Able to organise own workload and seek advice on the prioritisation of conflicting priorities.
4. Able to adhere to and champion best practice / practice standards to strive for continuous improvement.
5. Able to positively engage with supervision, appraisal, and performance management, attend meetings and workshops and identify and communicate own learning and development needs to promote role development and attend relevant training.
6. Willing to offer support to the induction and development of newly appointed staff.
7. Able to respond politely, efficiently, and empathically to enquiries from residents, colleagues and professional organisations.

8. Undertake follow-up action liaising with practitioners, social workers, managers, and external colleagues, as necessary.
9. Able to undertake and deliver high quality support to various administrative functions accurately including panel administration, financial transactions, and minute taking including child protection strategy meetings.
10. Operate EHM and CRS with accuracy and maintain information systems as required and provide advice and guidance to practitioners, social workers and manager in operating and accessing these systems.
11. Make a positive contribution towards the achievement of corporate, departmental and team objectives, including applying policy and procedures.
12. Operate and effectively use information technology systems including a variety of computer programmes and systems.
13. Comply with the division and council policies and procedures and ensure confidentiality of resident information, complying with the requirements of the data protection act and other legislation/regulations including GDPR.
14. Work flexibly across the practice system supporting and assisting colleagues as directed.

15. Liaise with staff in all departments, external organisations, or residents and / or their representatives.

16. Such other duties, within the competence of the postholder, which may be required, reasonably from time to time.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation, and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title:	Service Coordinator, Children's Social Care
Essential knowledge:	Knowledge and understanding of a Children's Social Care context and relevant support service requirement. Good understanding of the need to safeguard confidential information, to respect the privacy of families and colleagues. Appreciation and understanding of Cultural diversity. Knowledge of Administrative, Clerical and ICT systems and processes.
Essential skills and abilities:	Ability to develop collaborative and effective working relationships with a range of stakeholders. Ability to organise, plan and prioritise own workload including demonstrating good time management skills to ensure prompt and timely response to service need. Ability to communicate effectively and positively – both verbally and in writing. Ability to analyse and capture key information within meetings and produce timely and high-quality written records of meetings to support timely decision making in the safeguarding of children, young people, and families. Ability to use a range of databases, including EHM & CRS with accuracy and demonstrate good data analysis and inputting skills. Ability to work positively work with children and families, professionals, and colleagues. Ability to work in a resident focused manner. Ability to work as part of a team with a willingness to support and guide others. Ability and willingness to work across teams when instructed and follow management direction. Willingness to undertake on-going continued professional development and participate in supervision and team / service meetings.
Essential experience:	Experience of working in a role where Children's Social Care is an element. Experience of working in a highly pressured environment with competing priorities.

Experience of administrative / clerical work / ICT procedures and systems.

Experience of attending complex meetings and creating accurate minutes with the ability to analyse key and significant information.

Experience of responding to the public and professionals with dignity and respect.

Experience of good financial management.

Special conditions:

Flexibility in working hours and provision of service support.